

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution	
				Low	FCR Total
Financial Institutions	Application Services	Tony Larsen	None	20	20
			Novell GroupWise	20	20
			Product Total	40	40
		Assigned to Individual Total		40	40
	Metro A Desktop Support	Bruce Stewart	None	32	32
			Product Total	32	32
		Assigned to Individual Total		32	32
	Voice/Data/WAN Services	Mitch Hood	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Customer Company Total			82	82

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

	Low	FCR Total
Customer Company Total	8 2	8 2

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response	
				Low	MIR Total
Financial Institutions	Application Services	Tony Larsen	None	20	20
			Novell GroupWise	20	20
			Product Total	40	40
		Assigned to Individual Total		40	40
	Metro A Desktop Support	Bruce Stewart	None	30	30
			Product Total	30	30
		Assigned to Individual Total		30	30
	Voice/Data/WAN Services	Mitch Hood	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Customer Company Total			80	80

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

	Low	MIR Total
Customer Company Total	8 0	8 0

Enterprise Incident Report February 2012

As of 3/1/2012

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	ATTIR Total
Financial Institutions	Application Services	Tony Larsen	None	2 0.44	2 0.44
			Novell GroupWise	2 0.10	2 0.10
			Product Total	4 0.27	4 0.27
		Assigned to Individual Total		4 0.27	4 0.27
	Metro A Desktop Support	Bruce Stewart	None	3 0.18	3 0.18
			Product Total	3 0.18	3 0.18
		Assigned to Individual Total		3 0.18	3 0.18
	Voice/Data/WAN Services	Mitch Hood	Telephone	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		1 0.00	1 0.00
	Assigned Group Total			8 0.20	8 0.20

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

	Low	ATTIR Total
Customer Company Total	8 0.20	8 0.20

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	MR Total
Financial Institutions	Application Services	Tony Larsen	None	2 0	2 0
			Novell GroupWise	2 0	2 0
			Product Total	4 0	4 0
		Assigned to Individual Total		4 0	4 0
	Metro A Desktop Support	Bruce Stewart	None	3 0	3 0
			Product Total	3 0	3 0
		Assigned to Individual Total		3 0	3 0
	Voice/Data/WAN Services	Mitch Hood	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Assigned Group Total			8 0	8 0

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

	Low	MR Total
Customer Company Total	8 0	8 0

Enterprise Incident Report February 2012

As of 3/1/2012

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTR Total
Financial Institutions	Application Services	Tony Larsen	None	2 0.82	2 0.82
			Novell GroupWise	2 2.14	2 2.14
			Product Total	4 1.48	4 1.48
		Assigned to Individual Total		4 1.48	4 1.48
	Metro A Desktop Support	Bruce Stewart	None	3 0.18	3 0.18
			Product Total	3 0.18	3 0.18
		Assigned to Individual Total		3 0.18	3 0.18
	Voice/Data/WAN Services	Mitch Hood	Telephone	1 0.05	1 0.05
			Product Total	1 0.05	1 0.05
		Assigned to Individual Total		1 0.05	1 0.05
	Assigned Group Total			8 0.81	8 0.81

Enterprise Incident Report February 2012

As of 3/1/2012

Financial Institutions

	Low	ATTR Total
Customer Company Total	8 0.81	8 0.81

Enterprise Incident Report February 2012

As of 3/1/2012

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Detail

INC000000456685	Sonja Long	None	None	None		TIR Missed: No	0.19
	Application Services	Tony Larsen	Financial Institutions	Low	Closed	TTR Missed: No	0.34
INC000000460671	Ann Gregson	Application	None	None		TIR Missed: No	0.54
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Resolved	TTR Missed: No	0.54
INC000000462825	Tom Bay	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Closed	TTR Missed: No	0.00
INC000000464894	Paul Allred	Application	None	Novell GroupWise		TIR Missed: No	0.21
	Application Services	Tony Larsen	Financial Institutions	Low	Resolved	TTR Missed: No	2.14
INC000000464894	Paul Allred	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Financial Institutions	Low	Resolved	TTR Missed: No	2.14
INC000000465987	Sonja Long	Telecom	Feature	Telephone		TIR Missed: No	0.00
	Voice/Data/WAN Services	Mitch Hood	Financial Institutions	Low	Resolved	TTR Missed: No	0.05
INC000000466942	Carrie Trujillo	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Resolved	TTR Missed: No	0.00
INC000000470369	Starlyn Chaston	None	None	None		TIR Missed: No	0.69
	Application Services	Tony Larsen	Financial Institutions	Low	Resolved	TTR Missed: No	1.30